Alcatel ONE TOUCH Fierce

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Key Features

- Convenient at-a-glance view of shortcut applications
- Menu shortcuts for quick access
- Power media applications
- Video and streaming
- Bluetooth 4.0

Specs

Battery

Usage time: 8 hours

Standby time: 450 hours

Dimensions

5.13" x 2.64" x 0.35"

Weight 4.59 oz

Display

Type: LCD (Color TFT/TFD)
Resolution: 540 x 960 pixels
4.5" diagonal
Colors: 16.7 million (24-bit)

Keyboard

Touch screen with on-screen keyboard

Memory

4 GB internal storage
2.4 GB internal storage
1 GB RAM

Emergency Alerts (CMAS)

Yes

HD Voice Capable

No

MobileLife Contacts

No

Connectivity

Wi-Fi 802.11 a/b/g/n
Wi-Fi web browsing
Wi-Fi sharing
Wi-Fi Calling with included Micro GBA SIM card
NFC
Tethering APN
Micro USB
Bluetooth® 4.0 HFP 1.5

Web

Android browser
HTML 5.0, XHTML 1.2
CSS 1.0/2.1 (Partial)/ 3.0 (Partial)
RTP/RTSP
ECMAScript 3rd edition
Flash Player 11

Specs

Supports up to 32 GB microSD card

Network

WCDMA 850 / 1700 / 1900

GSM 850 / 900 / 1800 / 1900

Operating System

Android 4.2

Processor

QCT, MSM8930

System Manager (Carrier IQ)

Yes

Camera

5 MP (rear facing)
1 MP (front facing)
4x digital zoom
Flash
Auto focus
Face detection
Multiple shooting modes
Video recording

Multimedia

Stereo audio (with headset)
Audio support: MP3, AAC, AAC+, eAAC, WMA, MPEG4, WAV, MIDI
Image support: GIF87A, GIF87A, PNG
Video support: 3GP, MP4, AVI, WMV

What's in the Box

The device comes with the following accessories included in the box:

- Alcatel ONE TOUCH Fierce™
- Charger
- USB Cable
- User Guide

Call Basics

Answer calls

To answer a call, follow these steps:

When receiving a call touch the phone icon and slide to the right to answer.

Block calls

This feature is not available.

Reject calls

To reject a call, follow these steps:

When receiving a call touch the phone icon and slide to the left to reject.

Call Forwarding

This feature is not available.

Call Settings

Turn on / off touch tones (DMTF)

Your device can send a number to the network as dual tone multi-frequency (DTMF) tones. DTMF tones are used to communicate with automated systems that require you to type a number such as a code, password, or credit card number.

To turn off DTMF tones (touch tones), follow these steps:

1. From any Home screen, tap the **Apps** icon.
2. Tap **Settings**.

3. Scroll down to 'SYSTEM.'
4. Clear the **Dial pad touch tones** check box.

Call Timer/Call Log

Reset call log

To reset or clear the call log or history, follow these steps:

1. From any Home screen, press the green Phone icon.
2. Tap **Call log**.
3. Tap the red diagonal down arrow to reset call log.

View call log

Call logs may approximate the amount of time you have spent on phone calls, but they do not accurately show how much time Walmart Family Mobile bills.

To view call logs or history, follow these steps:

1. From any Home screen, press the green Phone icon.
2. Tap **Call log**.

Voice Commands

Open an app

This feature is not available.

Voice dial a contact

To use voice dialing to call a contact, follow these steps:

1. From any Home screen, tap **Apps**.
2. Scroll to and tap **Voice Dialer**.

3. Speak **Call + [**name of contact**]**.
   Note: If necessary, add the phone number type at the end, for example "Call Rachel's work."
4. If multiple results are listed, speak the correct result. Your phone will begin dialing.

Write a text message (SMS) with voice

This feature is not available.

Voicemail

Call voicemail

To call voicemail, follow these steps:

1. From any home screen, tap the **Phone** icon.
2. Tap the **Dialer** tab to display the keypad.
3. Press and hold the **1** key.

Use the Voicemail application

1. From any Home screen, tap **Apps**.
2. Scroll to and tap **Visual Voicemail**.
3. Tap the **Menu** key.
4. Tap **Call Voicemail**.

Set voicemail number

This feature is not available.

Bluetooth

Pair/Unpair Bluetooth device

To turn on Bluetooth and pair with a headset or other device, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. Move the Bluetooth switch to the **ON** position.
5. If necessary, make the device you want to pair with visible now so it will appear in your device list.
6. If the device appears in the list, tap it to pair with handset.
7. Otherwise tap **SEARCH FOR DEVICES** at the bottom of screen.
8. When the device appears in the list, tap it to pair with handset.
9. Once it is connected, it shows as 'Connected' under **Paired Devices**.

Unpair Bluetooth device

To turn off Bluetooth and unpair with a headset or other device, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. Locate the paired device and tap the **Settings** icon to the right of it.
5. Tap **unpair**.

Turn on / off Bluetooth

To turn on or turn off Bluetooth, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **Bluetooth**.
4. To turn on, tap Bluetooth switch to **ON** position.
5. To turn off, tap Bluetooth switch to **OFF** position.

GPS

Turn on / off GPS

To turn on or turn off GPS, follow these steps:

From any Home screen, tap the **All apps** icon.

1. Tap **Settings**.
2. Scroll down to 'PERSONAL,' then tap **Location access**.
3. To turn GPS on, move the GPS satellites slider to the **ON** position.
4. To turn GPS off, move the GPS satellites slider to the **OFF** position.

Network

Manual network selection

To manually select the wireless network the device connects to, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More..** to expand the menu.
4. Tap **Mobile networks**
5. Scroll to and select **Network operators.**
6. Under 'Available networks,' tap **Select manually**.
7. Tap **OK.**
8. After a few moments, tap the desired network.
9. Tap **OK**.

The device detects and registers on wireless networks inside brightspot's calling area, but roaming networks are usually restricted to brightspot SIM cards. You can manually select a network only in areas where brightspot does not own GSM spectrum.

Turn on / off Airplane mode

Airplane mode turns off wireless connections. This allows you to use apps and menus, but not make calls or use the internet.

To turn on or turn off airplane mode, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under WIRELESS & NETWORKS:
    - Select **Airplane mode** to turn on.
    - Clear **Airplane mode** to turn off.

Turn on / off data roaming

To turn on or turn off data roaming, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More..** to expand the menu.
4. Tap **Mobile networks**
5. Scroll to and tap **Data roaming**.
6. Under Roaming mode, tap **Disable** to turn off.
7. To enable data roaming choose either:
    - **National roaming only**
    - **All networks**
8. Tap **OK** to confirm.

System Manager (Carrier IQ)

This feature is not available.

Wi-Fi

This feature is not supported.

Backlight

Brightness

To make the screen backlight brighter or darker, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Scroll down to 'DISPLAY,' then tap **Brightness**.
5. If necessary, clear the Automatic brightness check box.
6. Scroll left or right to the desired setting.
7. Tap **OK** to save.

Timeout

To change the time before the backlight times out, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Scroll down to 'DISPLAY,' the tap **Sleep**.
5. Select the desired setting:
    - **15 seconds**
    - **30 seconds**
    - **1 minute**
    - **2 minutes**
    - **5 minutes**
    - **10 minutes**
    - **30 minutes**
    - **Never**

Home Screen

Add widget or shortcut

To add a widget or shortcut to a home screen, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Tap **APPS** or **WIDGETS** to display a list of current apps or widgets.
4. Tap and hold the desired app or widget to add it to the home screen.

Delete widget or shortcut

To delete a widget or shortcut to a home screen, follow these steps:

1. From the home screen, tap and hold a widget or shortcut.
2. When the **Remove** (trashcan) icon appears, slide the widget or shortcut to the trashcan to remove.

Home screen wallpaper

To change the Home screen wallpaper picture, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Scroll to 'PERSONALIZE,' then tap **Wallpaper**.
5. Tap the desired location of the wallpaper image:
    - **Gallery**
    - **Live wallpapers**
    - **Video wallpaper**
    - **Wallpaper gallery**
6. Navigate to the desired wallpaper image and tap it to select.
7. Tap **Set wallpaper** to change the Home screen wallpaper image.

Lock screen wallpaper

This feature is not available.

Keyboard

Change default keyboard

To change the default keyboard, follow these steps:

From any Home screen, tap the **All apps** icon.

1. Tap **Settings**.
2. Scroll down to 'PERSONAL,' then tap **Language & input**.
3. Scroll down to 'KEYBOARD & INPUT METHODS,' then tap **Default**.
4. Select input mode:
    - **English US (Android keyboard)**
    - **Swype**
5. For additional options, tap **Configure input methods.**
6. Choose between these three options:
    - **English US (Android keyboard)**
    - **Google voice typing**
    - **Swype**
7. Tap the **Settings** icon next to chosen input method to customize the keyboard.

Text entry mode

To change the text entry or predictive text mode, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Language & input**.
4. Tap the **Settings** icon next to chosen input method to customize the keyboard.
    - **English US (Android keyboard)**
    - **Google voice typing**
    - **Swype**
5. Follow the steps to change the text entry or predictive text mode

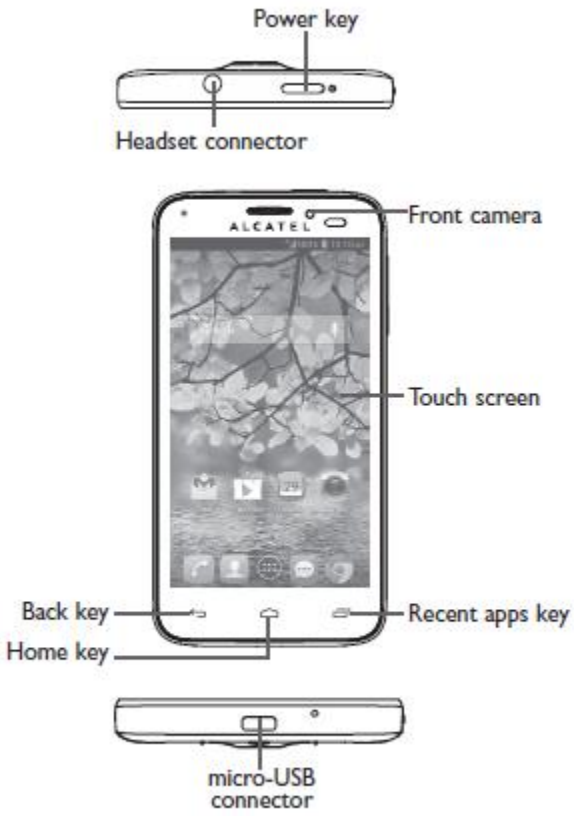
Turn on / off haptic feedback

To turn on / off haptic feedback, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Audio Profiles**.
4. Tap the **Settings** icon next to **General**.
5. Scroll down to 'SYSTEM,' then select or deselect the check box next to **Haptic feedback**.

Buttons

To find buttons and what they do, refer to the following:



5

Icons

To understand what icons and indicators on the display screen mean, refer to the following:

	New text or multimedia message		Call in progress
	Problem with SMS or MMS delivery		Missed call
	New Google Talk message		Call on hold
	New voicemail		Call forwarding is on
	Upcoming event		Uploading data
	Data is synchronizing		Downloading data
	Song is playing		Download finished
	Screenshot error		Select input method
	USB tethering is on		An open Wi-Fi network is available
	Portable Wi-Fi hotspot is on		Phone is connected via USB cable
	Screenshot captured		Radio is on
	Carrier data use threshold approaching or exceeded		Connected to VPN

IMEI

To find the IMEI serial number of your device, follow these steps:

1. From the Home screen, enter ***#06#**.
2. The IMEI number will automatically display.

Liquid Damage Indicator (LDI)

All brightspot devices have an indicator that shows if it has been subjected to liquid damage. To read the Liquid Damage Indicator (LDI), follow these steps:

1. Remove the back cover and battery from your device.
2. View the images to read the label:

NON-REMOVABLE BATTERY.
DO NOT DISMANTLE.
REMOVAL WILL RESULT IN VOIDED WARRANTY
AND COULD RESULT IN INJURY.
THIS PHONE DOES NOT SUPPORT
SIM CARD AND SD CARD HOT-SWAPPING.
PRESS AND HOLD THE POWER KEY FOR MORE
THAN 7 SECONDS TO RESTART.
NOM

White LDI (indicates no liquid damage)

Pink or red LDI (indicates liquid damage)

Status Lights

To understand what the status light indicators and charging lights mean, refer to the following:

	2G connected		Vibrate mode
	2G in use		Ringer is silenced
	4G connected		Phone microphone is mute
	4G in use		Battery is very low
	Data transmitting		Battery is low
	Connected to a Wi-Fi network		Battery is partially drained
	Wi-Fi Calling is on		Battery is full
	Bluetooth is on		Battery is charging
	Connected to a Bluetooth device		Headset connected
	Airplane mode		No signal (gray)
	Alarm is set		Signal strength (blue)
	GPS is on		No SIM card inserted

Internal Memory (RAM)

Manage memory

To manage the internal memory, follow these steps:

Restart your device regularly

You should restart the phone at least once a day:

1. Press and hold the red **Power** key (also the End call key). The device turns off.
2. Press and hold the red **Power** key again to turn the device on again.

Manage applications

Keep your applications updated:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.

3. Scroll down to 'DEVICE,' then tap **Applications**.
4. Select the desired application and review for any updates.

Task manager

This feature is not available.

View free memory

To view free memory, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. View memory by following:
    - **Phone storage**
    - **Total space**
    - **Available space**
    - **Apps (app data, etc.)**
    - **Pictures, videos**
    - **Audio (music, etc.)**
    - **Downloads**
    - **Cached data**
    - **Misc.**

Internal Storage (ROM)

Manage storage

To manage the internal storage space, follow these steps:

Clear storage regularly

Clear the storage at least once a week.

- Delete unnecessary text messages (SMS) and picture messages (MMS).
- Transfer pictures and media stored on the phone memory to your computer.
- Clear the browser cache, cookies, or history.
- Delete the call logs.

Set the device to manage some memory

Prevent the storage from being filled as quickly:

Change the setting for email synchronization to download only a few days

1. From any home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **Account settings**.
4. Tap the email account.
5. Scroll down to 'DATA USAGE,' then tap **Days to sync**.
6. Tap the desired setting:
    - **One day**
    - **Three days**
    - **One week**
    - **Two weeks**
    - **One month**
    - **All**

View free storage space

To view the amount of free internal storage, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **File Manager**.
3. View the following under **Phone storage:**
    - **Available**
    - **Total space**

SD Card

Format SD card

Formatting the SD card deletes all data on it. You may wish to format the SD card if you want to delete the files, if files or apps on the SD card are not working, or if the SD card is not working.

To format the SD card while inserted in the device, follow these steps:

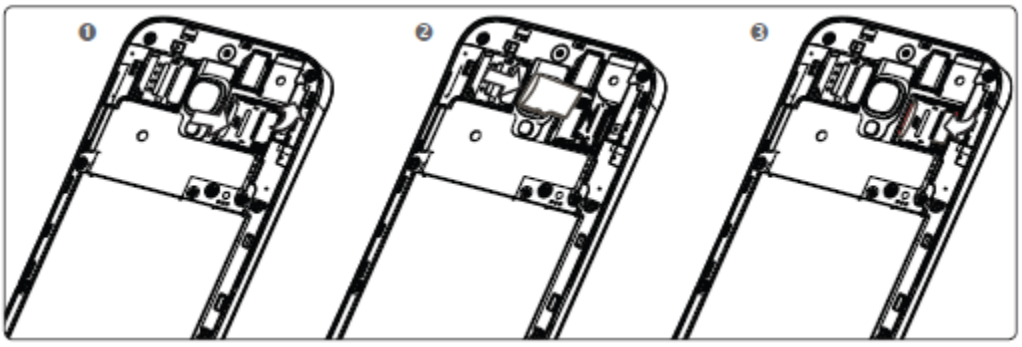
1. From any home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Scroll down to 'SD CARD,' then tap **Format SD card**.
5. Tap **Format SD card** below the warning message to confirm.

Note: This action will erase the SD card in the phone. You will lose ALL data on the card!

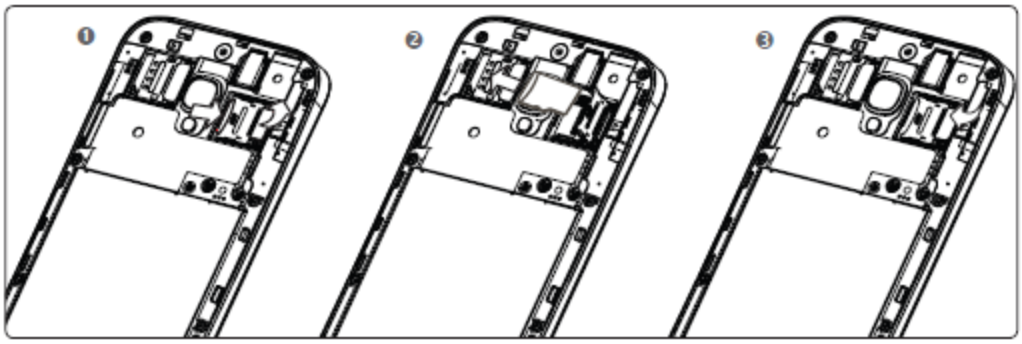
Insert / remove microSD card

Please power off your phone before inserting or removing microSD card. This phone does not support automatic SD card hot-swapping and phone must be rebooted for microSD card to be recognized.

To insert or remove the microSD card, follow these steps:



1. To install microSD card, please start by sliding the metal microSD card tray to right unlock position, Tray will click and release when unlocked.
2. Place microSD card into the slot with the gold contacts facing downward.
3. Once microSD card is placed into slot, close metal microSD card tray, then slide tray to left lock position, tray will click when locked.



1. To remove microSD card, start by sliding the metal SIM card tray to right unlock position, tray will click and release when unlocked.
2. Remove microSD card from slot.
3. Once microSD card is removed from slot, close metal microSD card tray, then slide tray to left lock position, tray will click when locked.

Open or delete files using a computer

To open or delete files on the SD card using a computer, follow these steps:

1. Connect the USB cord to your phone, then to a computer.
2. Click **Open device to view files**.

Note: You will see two Removable Disk folders open. One is for your internal device memory and the other is for your SD card.

3. Open the Removable Disk folder representing your SD card.
4. Click to open the desired folder(s).
5. To delete a file, click the file, press **Ctrl + D**, and then click **Yes**.
6. When finished, safely disconnect the phone from the computer.

Open or delete files using the device

To open or delete files on the SD card using the device, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **File Manager**.
3. Tap **Phone storage**.
4. Navigate to and tap the file(s) you want to open or delete.
5. To open tap the file(s).
6. Tap the **trashcan** icon to delete.
7. Tap **OK** to the **Delete selected item?** message.

Set default memory storage

By default, the device stores data on the either the SD card or the internal storage. To set the default memory storage to another location, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Under 'Default write disk,' set the storage location:
    - **SD Card**
    - **Phone Storage**

Transfer files between computer & SD card

To transfer files and pictures between the computer and SD card, follow these steps:

1. Connect the USB cord to your phone, then to a computer.
2. Click **Open device to view files**.

    Note: You will see two Removable Disk windows. One represents your device's internal memory and the other your SD card.

3. On the computer, navigate to and open the phone’s disk drive.
4. Locate and copy the desired file(s) on the computer.
5. Paste the files in the desired location on the phone’s disk drive.
6. When finished, safely disconnect the phone from the computer.

Transfer files between internal storage & SD card

To transfer files and pictures between the internal storage and SD card, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **File Manager**.
3. Tap **Phone storage**.
4. Scroll **Phone** to enter your phone's internal memory.
5. Locate the file you want to move
6. Select **Options** and then select **Select**.
7. Select each file you want to transfer or else select **Select all**.
8. Select **Options**.

9. Scroll to and select **Copy selected**.
   Note: Select **Move selected** to move the files without duplicating them.
10. Scroll to and select **SD Card**.
11. Select **Open**.
12. Navigate to where you want to transfer the files. Select **Options** and then select **Select**.

View free SD card space

To view the amount of free SD card storage, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Scroll down to 'SD CARD,' then tap **SD card**.
5. View the **Free** value.

Camera

Camera settings

Before using the Camera, please be sure to remove the protective lens cover before use to avoid it affecting your picture quality. Below is an overview of the camera settings.

To change the settings for taking and displaying pictures, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Camera**.
3. Tap the **Camera** icon.
4. Tap the **Camera Settings** icon to adjust the following settings:

[General settings]

- **GPS location info**
- **Shutter sound**
- **Exposure**
- **Color effect**
- **Scene mode**
- **White balance**

[Camera settings]

- **ZSD**

- **Face detection**
- **Timer**
- **Capture number**
- **Picture size**
- **Preview size**
- **ISO**
- **Face beauty**

[Camcorder settings]

- **EIS**
- **Microphone**
- **Audio mode**
- **Time lapse interval**
- **Effects**
- **Video quality**

Set default camera storage

To change if the camera stores pictures on the internal memory (ROM) or SD card, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Storage**.
4. Under 'DEFAULT WRITE DISK, tap the desired storage setting:

    - **SD Card**
    - **Phone storage**

Pictures and Videos

Delete a picture or video

To delete pictures or videos from the gallery, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Gallery**.
3. Tap **Photo Album** see the individual pictures in the album.
4. To delete an image, double tap the image.
5. Tap the **trashcan icon** to delete.

Screen Shot

This feature is not available.

Device Lock

Change device lock password / PIN

To change device lock password or PIN, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Security**.
4. Scroll to and select **Activate Phone Code**.
5. Select **Change phone code**.
6. Enter the old password. Select **OK**.
7. Enter your new password. Select **OK**.
8. Enter your new password again. Select **OK**.

Turn on/off device lock

To turn on or turn off the device lock password or PIN, follow these steps:

Turn on

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Security**.
4. Tap **Set up screen lock**.
5. Choose screen lock from the following:
    - **None**
    - **Slide**
    - **Face Unlock**
    - **Voice unlock**
    - **Pattern**
    - **PIN**
    - **Password**
6. Follow the instructions for desired screen lock method.

Turn off

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Security**.
4. Scroll to and select **Activate Phone Code**.
5. Enter the password. Select **OK**. 'Phone Unlocked' appears on the screen.

PUK Code Unlock

PUK code unlock

Related errors:

- 'PIN code blocked. Enter PUK code:'
- 'Enter PUK code'
- 'SIM card locked. Emergency calls only. Please contact Customer Care'

If you enter a PIN code incorrectly several times in a row, the device blocks you from attempting again. To enter a PUK code and unblock the PIN, follow these steps:

Important: You must call Customer Care for the PUK code. Entering the wrong code can permanently damage your SIM card.

1. Contact Customer Care to request your PUK code.
2. Enter the PUK code.
3. Select **OK**.
4. Enter your new PIN.
5. Select **OK**.
6. Re-enter your new PIN.
7. Select **OK**

SIM PIN

Change SIM PIN

To change the SIM PIN code, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Security**.
4. If necessary, select **Activate PIN**, enter the current PIN, and select OK.
   Note: The default PIN is **1234**.
5. Scroll to and select **Change PIN**.
6. Enter your current SIM PIN.
7. Select **OK**.
8. Enter the new SIM PIN.
9. Select **OK**
10. Re-enter the new SIM PIN.
11. Select **OK**.

Turn on / off SIM PIN

The SIM PIN code can protect your SIM from being used in other devices. When you turn on the SIM PIN lock, the device prompts you to enter the code after turning it on.

To lock and unlock the SIM card, follow these steps:

Turn on

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Security**.
4. Scroll to and select **Activate PIN**.
5. Enter the password.
   Note: The default password is **1234**.
6. Select **OK**. 'Phone locked' appears on the screen.

Turn off

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Security**.
4. Scroll to and select **Activate PIN**.
5. Enter the password.
   Note: The default password is **1234**.
6. Select **OK**. 'Phone Unlocked' appears on the screen.

Back Up Data

Back up apps

Back up application data, Wi-Fi passwords, and other settings to Google servers.

To back up data, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Backup and reset**.
4. Select the check box next to **Back up my data**.
5. Tap **Backup account**.
6. Tap **+Add account** to set the backup account.
7. Follow the steps wizard to add a new Google account or use an existing one. It may take a few minutes

Back up contacts

This feature is not available.

Back up media & pictures

To back up your media and pictures, follow these steps:

PC - Using computer

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Import Pictures and Videos**.
3. If desired, tag pictures (optional)
4. Click **import**.
5. When finished, safely disconnect the phone from the computer.

Using device

This feature is not available.

Restore Data

Restore apps

Automatic restore

If I re-install an application, restore backed up settings or other data.

To set device to perform an automatic restore, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Backup and reset**.
4. Select the check box next to **Automatic restore**.

Restore contacts

This feature is not available.

Restore media & pictures

To restore backed up media and pictures, follow these steps:

PC - Using computer

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Open device to view files**.
3. Navigate to the files you backed up.
4. Navigate to and open the phone’s internal memory.
5. If you have an SD card installed, you will see two Removable Disk drives.
6. Copy and paste the desired files or folders stored in your computer to the desired location inside your device's internal memory.
7. If you have an SD card installed, you can also restore the files to your SD card.
8. When finished, safely disconnect the phone from the computer.

Using device

This feature is not available.

Voicemail

Call voicemail

To call voicemail, follow these steps:

Using the Phone icon

1. From any home screen, tap the **Phone** icon.
2. Tap the **Dialer** tab to display the keypad.
3. Press and hold the **1** key.

Using the Voicemail application

1. From any Home screen, tap **Apps**.
2. Scroll to and tap **Visual Voicemail**.
3. Tap the **Menu** key.
4. Tap **Call Voicemail**.

Set voicemail number

This feature is not available. You cannot change your voicemail number.

Text to Speech

Set up & turn on

To set up and use text to speech, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Language & input.**
4. Scroll down to 'SPEECH,' then tap **Text-to-speech output**.
5. Under 'PREFERRED ENGINE,' make selection:
    - **Google Text-to-speech Engine**

    - **Pico TTS**
6. Tap the **Settings** icon.
7. Tap **Language**, and then select the desired language.
8. Tap Install voice data.
9. Tap **Download** next to the desired language:
    - **Spanish (Spain)**
    - **French (France)**
    - **German (Germany)**
    - **Italian (Italy)**

Settings

Text to speech reads messages out loud, allowing you to listen to text or messages instead of reading them. To change text to speech settings, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Scroll down to 'PERSONAL,' then tap **Language & input.**
3. Scroll down to 'SPEECH,' then tap **Text-to-speech output**.
4. Under 'GENERAL,' tap **Speech rate**.
5. Select one of the following options:
    - **Very slow**
    - **Slow**
    - **Normal**
    - **Fast**
    - **Very fast**
6. If necessary, tap **Listen to an example** to play a preview of your current settings.

Voice Commands

This feature is not available.

Set Custom Sounds

Notifications

To change the notification sounds, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll to 'DEVICE,' then tap **Audio profiles**.
4. Under 'PREDEFINED PROFILES,' tap desired choice:
    - **General**
    - **Meeting**
    - **Outdoor**
    - **Indoor**
5. For General, tap the **Settings** icon and customize the notification.
    - [GENERAL]
        - Phone vibrate (on/off)
        - Volumes (adjust sliders for each)
            - **Ringtone**
            - **Notifications**
            - **Media volume**
            - **Alarms**
    - [INCOMING CALLS]
        - Phone ringtone
        - Music
    - [NOTIFICATIONS]
        - Select default notification
            - **Silent**
            - **Cue**
            - **Doorbell**
            - **Drop**
            - **Grotto**
            - **Hello**
            - **Interrogation**
            - **Sign**
            - **Somewhere**
            - **Upshot**
    - [SYSTEM]
        - Dial pad touch tones (on/off)
        - Audible selection (on/off)
        - Screen lock sound (on/off)
        - Haptic feedback (on/off)
        - Select power on ringtone
            - **Silent**
            - **Alcatel Start Up**
            - **T-Jingle**
        - Select power off ringtone
            - **Silent**
            - **Alcatel Shut Down**
6. Under 'SOUND ENHANCEMENT,' check or clear **Audio Enhancement**.

Ringtones

To change the ringtone, follow these steps:

Ringtone for all calls

1. From any Home screen, tap the **All apps** icon.
2. Tap **Settings**.
3. Scroll to 'DEVICE,' then tap **Audio profiles**.
4. Under 'PREDEFINED PROFILES,' tap **General**.
5. Tap the **Settings** icon.
6. Scroll to '[INCOMING CALLS],' then tap **Phone ringtone**.
7. Tap **Phone ringtone** again.
8. Tap the desired ringtone from the scrolling list.
9. Tap **OK** to confirm.

Ringtone for calls from one contact

This feature is not available.

Transfer (Music/Sounds)

Transfer music or sounds to use

Some devices require you to transfer music, sounds, or other audio files to the device in a certain way for it to be used for ringtones and notifications. To transfer these files, follow these steps:

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Sync digital media files to this device**.
3. Drag desired music to the sync window on the right
4. Click **Start sync**.
5. When the **Sync Completed** message displays, safely disconnect the phone from the computer.

Contact Management

Add contact

To add a new contact to the phone book, follow these steps:

1. From the Home screen, tap the **Phone** icon.
2. Select the **Contacts** tab.
3. Tap the **Add contact** icon.
4. Choose where to store the contact:
    - **Google**
    - **USIM**

    - **Phone**
5. Enter the contact's name and information.
6. If desired, tap **Group name** and assign as:
    - **Family**
    - **Friends**
    - **Business**
    - **Services**
    - **Other**
7. Tap **Done** to save contact.

Add contact to speed dial

This feature is not available.

Copy contact: import/export from SD card

This feature is not available.

Contacts must be stored in one of the locations below:

- **Google**
- **USIM**
- **Phone**

Groups

Create a caller group

To create a caller group, follow these steps:

1. From any Home screen, tap the **All apps** icon.
2. Tap **People**.
3. Tap the **Groups** icon on the top left of the screen.
4. Tap the **Add Group** icon in the bottom right of screen.
5. Choose where to create the group:
    - **Google**
    - **USIM**
    - **Phone**
6. Enter group name.
7. Add group members.

8. Tap **Done** to save group.
9. To view the group, tap the back key and scroll down to the group location:
    - **Google**
    - **USIM**
    - **Phone**
10. Confirm the new group is under the correct location.

Battery

Insert / remove battery

This feature is not available. Removing the battery may result in injury and void your warranty. This phone model has a non-removable battery.

Battery Life

Battery saving mode

This feature is not available. However, please see below for tips on how to save battery life.

Tips to save battery life

To save and extend battery life, follow these steps:

Lower screen brightness and timeout duration

1. From any home screen, select the **Applications** tab.
2. Scroll to and tap **Settings**.
3. Scroll down to 'DEVICE,' then tap **Display**.
4. Tap **Brightness**.
5. Clear the **Automatic brightness** check box.
6. Scroll left to the lowest desired setting.
7. Tap **OK**.

Turn off Bluetooth and GPS

1. From any home screen, tap the **Applications** tab.

2. Scroll to and tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **Bluetooth** switch to the OFF position.
4. Scroll down to 'PERSONAL,' then tap **Location access**.
5. Tap **GPS satellites** switch to the OFF position.
6. If necessary, clear both of these check boxes:
    - **Access to my location**
    - **Google's location services**

Toggle from 3G to 2G

1. From any home screen, tap the **Applications** tab.
2. Scroll to and tap **Settings**.
3. Under 'WIRELESS & NETWORKS,' tap **More...** to expand the menu.
4. Tap **Network mode**.
5. Select **GSM only** (2G) or **WCDMA only** (3G).

    Note: 2G uses less battery than 3G.

Update to the latest software

1. From any home screen, tap the **Applications** tab.
2. Scroll down to 'SYSTEM,' then tap **About phone**.
3. Tap **System Update**.
4. Tap **Check Software Updates**.
5. Follow any additional prompts.

SIM Card

You must insert your SIM card to make phone calls. Power off your phone before inserting or removing SIM card. This phone does not support automatic SIM card hot-swapping and phone must be rebooted for SIM card to be recognized.

To insert or remove the SIM card, follow these steps:

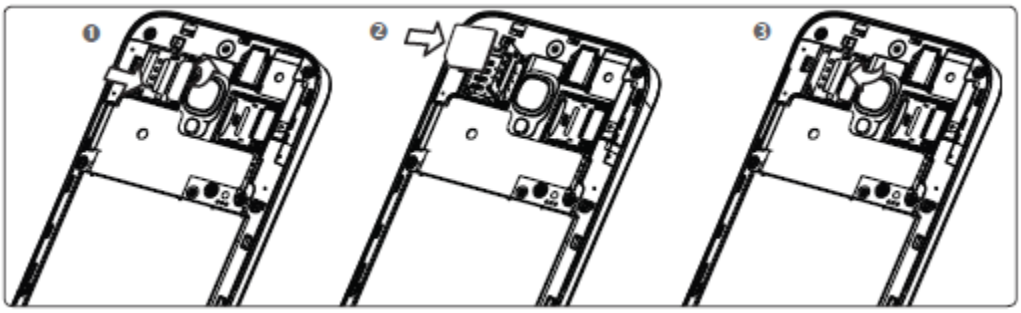
Power Off

1. Turn the phone off.
2. Remove the back cover using the notch located at the bottom edge of the phone.

Insert

1. To install SIM card, start by sliding the metal SIM card tray to right unlock position, tray will click and release when unlocked.
2. Place the SIM card into slot with gold contacts facing downward.
3. Once SIM card is placed into slot, close metal SIM card tray, then slide tray to left lock position, tray will click when locked.

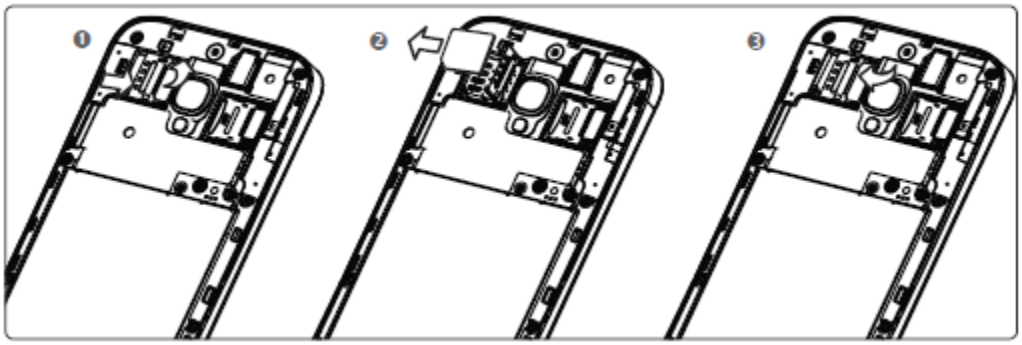
Inserting SIM card



Remove

1. To remove SIM card, start by sliding the metal SIM card tray to right unlock position, tray will click and release when unlocked.
2. Remove SIM card from slot.
3. Once SIM card is removed from slot, close metal SIM card tray, then slide tray to left lock position, tray will click when locked.

Removing SIM card



SIM Storage

Delete SIM messages

To delete SIM messages, follow these steps:

1. From any home screen, tap the **Messaging** icon.
2. Tap and hold the message or message thread you wish to delete.

3. Tap **Delete message**.
4. Tap **Delete** to confirm.

View free SIM space

This feature is not available.

SIM Unlock Phone

SIM unlock phone

The SIM subsidy unlock code allows the device to use a SIM card from another wireless carrier. This may be necessary when traveling internationally. To enter the SIM subsidy unlock code, follow these steps:

Important: Stop if you receive an error message. The device may lock permanently if you enter the incorrect code multiple times.

1. See if your phone is eligible to unlock: Unlock Your Phone with a SIM Subsidy Unlock Code.
2. Contact Customer Care to request the SIM subsidy unlock code for your phone.
3. Insert the blocked SIM and turn on the phone. .
4. The phone displays a screen to enter the unblock code.
5. Enter the unblock code.
6. Select **OK**.

Language

Change language

To change the language of the device and menus, follow these steps:

1. From any Home screen, tap the **Apps** icon.
2. Scroll to and select **Settings**.
3. Scroll down to 'PERSONAL,' then tap **Language & input**.
4. Tap **Language**.
5. Select desired language:
    - **English**
    - **Espanol**

First Time Setup

Setup wizard

After turning on your device the first time, you may see a setup wizard to help you set up your device. To do this initial setup, follow these steps:

1. Turn on the device.
2. Tap the **Apps** icon at the bottom of screen.
3. Scroll to and tap the **Setup** icon.
4. To skip the Setup guide, tap **Skip all**.
5. Tap Get started.
6. Select desired language:
    - **English**
    - **Espanol**
7. Tap **Next**.
8. If desired, follow instructions to set up Wi-Fi.
9. Tap **Skip** to bypass Wi-Fi setup.
10. If desired, follow instructions to set up Google account.
11. Tap **Next**.
12. If desired, follow instructions to:
    - **Set up Voicemail**
    - **Sign in to email**
    - **Sign in to Social Network**
13. Tap **Go to Home screen** to complete setup.
14. To return to setup at any time, tap the **Setup** icon in the app tray.

Time and Date

Auto-update time (NITZ)

To set the device clock to automatically update based on what time zone it is in, follow these steps:

Note: When you enter a different time zone and turn on your device, it automatically updates to the new time. This feature is network-dependent and may not be available in all areas.

Turn on

1. From any Home screen, tap the **Apps** icon.
2. Scroll to and select **Settings**.
3. Scroll down to 'SYSTEM,' then tap **Date & time**.
4. Tap Automatic date & time.
5. Choose one of the following:
    - **Use network provided time**
    - **Use GPS provided time**
6. Check the box next to **Automatic time zone**.

Turn off

1. From any Home screen, tap the **Apps** icon.
2. Scroll to and select **Settings**.
3. Scroll down to 'SYSTEM,' then tap **Date & time**.
4. Tap **Automatic date & time**.
5. Tap **Off**.
6. Clear the box next to **Automatic time zone**.

Set time & date

To set the time and date of the device clock, follow these steps:

1. From any Home screen, tap the **Apps** icon.
2. Scroll to and select **Settings**.
3. Scroll down to 'SYSTEM,' then tap **Date & time**.
4. Tap **Automatic date & time**.
5. Tap **Off**.
6. Clear the box next to **Automatic time zone**.
7. Tap **Set date** and enter the date.
8. Tap **Set time** and enter the time.
9. Tap **Select time zone** and choose time zone.
10. If desired, check or clear **24-hour format**.
11. If desired, tap **Select date format** and choose format.

Software Version

Check software version

To check the current software version, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Select **Settings**.
3. Scroll to and select **Phone information**.

4. View the **Software version**.

Clear App

Clear app cache and data

Clearing cache or data from an app can fix some software problems. If you clear data, any data stored in that app is lost, such as settings, login information, and saved games. If you don't want to clear the data, try just clearing cache first. If you still experience problems, then clear data too.

To clear the cache and data for an app, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Select the desired app.
6. Tap **Clear cache**.
7. Tap **Clear data**.
8. If necessary, tap **OK**.

Uninstall app

To uninstall third-party apps, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Select the desired app.
6. Tap **Uninstall**.
7. Tap **OK**.

Hide or Show Apps

Hide apps

Although you may be unable to uninstall some preloaded apps, you may be able to hide and disable them. This causes them to hide from the Apps menu and not perform updates.

To hide or disable preloaded apps, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Tap the desired app.
6. Tap **Disable**.
7. Tap **OK**.

Show apps

To show or enable preloaded apps you have hidden, follow these steps:

1. From any Home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'DEVICE,' and then tap **Applications**.
4. If necessary, touch the screen and slide left to view the 'ALL' screen.
5. Tap the desired app.
6. Tap **Enable**.

Pre-installed Apps

Pre-installed apps

The following apps are pre-installed on the device:

- Calculator
- Calendar
- Camcorder
- Camera
- Chrome
- Downloads
- Email
- Emergency Alerts
- Facebook
- File Manager

- Flashlight
- FM Radio
- Gallery
- Gmail
- Google
- Google Settings
- Google+
- Local
- Lookout Security
- Maps
- Messaging
- Messenger
- Mobile HotSpot
- Movie Studio
- Music
- Navigation
- News & Weather
- Notes
- People
- Phone
- Play Books
- Play Magazines
- Play Movies & TV
- Play Music
- Play Store
- Settings
- Setup
- Sound Recorder
- T-Mobile My Account
- T-Mobile Name ID
- T-Mobile TV
- Talk
- Time
- ToDo
- Twitter
- Video Player
- Visual Voicemail
- Voice Dialer
- Voice Search
- Wi-Fi
- Wireless Input Device
- YouTube

Cache Partition

Wipe cache partition

This feature is not available.

Master Reset

Master reset from settings menu

A master reset restores the original factory settings and may delete your personal data on the internal storage, such as downloaded content, ringtones, images, apps, and contacts. It does not delete data stored on the SIM card or SD card.

To perform a master reset, follow these steps:

1. Back up all data on the internal memory.
2. From any home screen, tap the **All Apps** icon.
3. Scroll to and tap **Settings**.
4. Scroll down to 'PERSONAL, then tap **Backup & Reset**.
5. If desired select **Back up my data** to back up application data, Wi-Fi, passwords, and other settings to Google servers.
6. Scroll to and tap **Factory data reset**.
7. Tap **Reset phone**.

Note: If the handset is locked, frozen, or unresponsive, you can perform a master reset using the hardware keys instead of the menu.

Master reset with hardware keys

A master reset restores the original factory settings and may delete your personal data on the internal storage, such as downloaded content, ringtones, images, apps, and contacts. It does not delete data stored on the SIM card or SD card.

If the device menus are frozen or unresponsive, you can master reset using hardware keys. To perform a master reset, follow these steps:

1. Back up all data on the internal memory.
2. Turn off the device.
3. Remove the back cover.
4. Remove the battery.
5. Remove the SIM card.
6. Wait several seconds then reinstall the battery and SIM card and replace the back cover.

7. Press and hold down the **Pound (#)** key and the red **End** key at the same time until a menu screen appears.
8. Select the green **Check mark**.
9. The phone will reset.

Safe Mode

Turn on and use safe mode

This feature is not available.

Turn off safe mode

This feature is not available.

Wi-Fi

This feature is not supported.

Music Player

Play music or MP3

To play music or MP3s in the music player, follow these steps:

1. From any home screen, tap **All Apps**.
2. Tap **Music.**
3. Play music via any of the tabs:
    - **Artists**
    - **Albums**
    - **Songs**
    - **Playlists**

Turn on / off FM radio

To turn on or turn off the FM radio, follow these steps:

1. From any home screen, tap **All Apps**.
2. Tap **FM Radio**.
3. Plug in a headset (to be used as antenna).
4. Locate stations using the tuning arrows.

Transfer Music

Transfer music from computer to device

To transfer music to device, follow these steps:

1. Connect a USB cord to your phone, then to a computer.
2. On the computer, click **Sync digital media files to this device**.
3. Drag desired music to the sync window on the right.
4. Click **Start sync**.
5. When the **Sync Completed** message displays, safely disconnect the phone from the computer.

Block Messages

This feature is not available.

Manage Messages

Add SMS service center number

This feature is not available.

Delete picture messages (MMS)

To delete picture messages (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap and hold the message you wish to delete.
3. Tap the **trashcan** to delete the message.
4. Tap **Delete** to confirm.

Delete text messages (SMS)

To delete text messages (SMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap and hold the message you wish to delete.
3. Tap the **trashcan** to delete the message.
4. Tap **Delete** to confirm.

Save pictures received in a message (MMS)

To save a picture you received as a picture message (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap and hold the picture you wish to save.
3. Tap **Save attachment**.
4. Tap **OK** to confirm.

Send Messages

Send a group text message (SMS)

To write and send text messages (SMS) to a group, follow these steps:

Create a custom group

1. From any home screen, tap **All Apps**.
2. Scroll to and tap **People**.

3. Tap **+ plus sign** at the bottom right.
4. Choose the account under which you wish to create the group:
    - **Corporate**
    - **Google**
    - **USIM**
    - **Phone**
5. Edit the group name.
6. Tap **+ plus sign** to add contacts, or type a person's name.
7. Tap **OK**.
8. Tap **Done** once you have added the desired people to the group.

Send to a Group (already created)

1. From any home screen, tap **Messaging**.
2. Tap the **+ plus sign** at the bottom to create a new message.
3. Tap **+ plus sign** at the top to expand the menu.
4. Tap **Groups**.
5. Tap the desired group.
6. Scroll down and enter your message.
7. Tap **Send**.

Send a new picture or video in a message (MMS)

To take a new picture or video and send it as a picture message (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap the + **plus sign** to create a message.
3. Tap the + **plus sign** to expand the menu.
4. Tap **Capture picture** to take a new picture.
5. Tap **Capture video** to take a new video.
6. Follow the instructions for the picture or video.
7. Tap the **check mark** icon to insert the picture or video into the message.
8. Scroll down and enter a message.
   Note: You are not required to enter a message. However, you must scroll down to the message field for the Send icon to become available.
9. When finished, tap **MMS >** to send.

Send a saved picture or video in a message (MMS)

To send pictures or videos you have saved on your device as a picture message (MMS), follow these steps:

1. From any home screen, tap **Messaging**.
2. Tap the + **plus sign** to create a message.
3. Tap the + **plus sign** again to expand the menu.
4. Tap **Pictures** to insert a saved picture.
5. Tap **Videos** to insert a saved video.
6. Tap the desired picture or video.
7. Tap the **check mark** to insert the picture or video into the message.
8. Scroll down and enter a message.
   Note: You are not required to enter a message. However, you must scroll down to the message field for the Send icon to become available.
9. When finished, tap **MMS >** to send.

Email Accounts

Add an email account manually

To set up an email account and manually enter the settings, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **+ Add account**.
4. To add an Exchange email account, tap **Corporate**.
5. To add any other email account type, tap **Email.**
6. Enter your email address and password.
7. Tap **Next.**
8. Select email checking frequency:
   - **Never**
   - **Every 5 minutes**
   - **Every 10 minutes**
   - **Every 15 minutes**
   - **Every 30 minutes**
   - **Every hour**
9. Check or clear these email settings:
   - **Send email from this account by default.**
   - **Notify me when email arrives.**
   - **Sync email from this account.**
   - **Automatically download attachments when connected to Wi-Fi.**
10. Tap **Next**.
11. If desired, edit the account name (displayed on outgoing messages).
12. Tap **Next** to complete setup.

Add a Hotmail, Gmail, AOL, or Yahoo account

To set up a Hotmail, Gmail, AOL, or Yahoo email account, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Scroll to and tap **Email**.
3. Tap the desired account type:
    - **Hotmail**
    - **Gmail**
    - **AOL**
    - **Yahoo**
4. Enter user name and password.
5. Tap **Next**.
6. Select email checking frequency:
    - **Smart push**
    - **Automatic push**
    - **Never**
    - **Every 5 minutes**
    - **Every 10 minutes**
    - **Every 15 minutes**
    - **Every 30 minutes**
    - **Every hour**
7. Choose days to sync:
    - **One day**
    - **Three days**
    - **One week**
    - **Two weeks**
    - **One month**
    - **All**
8. Check or clear these email settings:
    - **Send email from this account by default.**
    - **Notify me when email arrives.**
    - **Sync email from this account.**
    - **Automatically download attachments when connected to Wi-Fi.**
9. If desired, edit the account name (displayed on outgoing messages).
10. Tap **Next** to complete setup.

Delete an email account

To delete an email account, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Scroll to and tap **Settings**.
3. Scroll down to 'ACCOUNTS,' then tap **Email**.
4. Tap **Account settings**.
5. Tap the email account you wish to delete.
6. Scroll down to 'REMOVE ACCOUNT,' then tap **Remove account**.
7. Tap **OK** to confirm.

Inbox Email Notification

This feature is not available.

Email Messages

Attach a file and send an email

To attach files to email messages, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Scroll to and tap the file location:
    - **Gallery**
    - **File Manager**
    - **Downloads**
3. Tap the file, image, or picture you wish to attach to the email.
4. Tap **Email**.
5. Enter the email address or contact name. If available, select the email address or contact name when it pops up.
6. Scroll down and enter a subject.
7. Scroll down and enter the text of your email.
8. Tap the **send message >** icon at top of screen.

Delete emails

To delete email messages, follow these steps:

1. From any home screen, tap the **All Apps** icon.
2. Select the email account:
    - **Gmail**
    - **Email**
3. Select the emails you wish to delete.
4. Tap the **trash can** icon at the bottom of screen to delete emails.